

# Commonwealth Office of Technology

## Rated Service Description

Desktop Device Support		Rate
<b>DT10</b>	<p>Per standard desktop per month</p> <p>This rated service is applicable to agencies that participate in the Commonwealth Office of Technology's consolidation initiative that began in 2005. It is available to executive branch agencies that currently participate in consolidation, and would be available additionally to other agencies that participate in the initiative going forward.</p> <p>The rated service applies to standard desktops, workstations, laptop computers, and network printers. (Standard configurations are delineated as "general" in the Enterprise Standards referenced below.)</p> <p>Devices previously purchased by agencies will become the property of COT. Agencies will incur additional costs associated with bringing existing hardware and software into compliance with Enterprise Standards.</p> <p>Costs for any software and/or hardware above what is included in the standard desktop configuration or printer configuration will be passed through to the agency (e.g., a larger monitor, extra memory, envelope feeder, additional paper tray, etc.), both at the time of the initial purchase by COT and again with each replacement cycle. Also, laptops and workstations both have costs higher than the standard desktop so these additional costs will be passed through to the agency.</p>	\$60
<b>DT10</b>	<p><b>Includes the following HARDWARE</b></p> <p>Depending on the type of device selected, the service will include one of the following pieces of Hardware:</p> <p><u><a href="http://gotsource.ky.gov/docushare/dsweb/Get/Document-217622">Desktop - See http://gotsource.ky.gov/docushare/dsweb/Get/Document-217622 for current configuration</a></u></p> <p><u><a href="http://gotsource.ky.gov/docushare/dsweb/Get/Document-217621">Workstation - See http://gotsource.ky.gov/docushare/dsweb/Get/Document-217621 for current workstation configuration</a></u></p> <p><u><a href="http://gotsource.ky.gov/docushare/dsweb/Get/Document-217623">Laptop - See http://gotsource.ky.gov/docushare/dsweb/Get/Document-217623 for current laptop configuration</a></u></p> <p><u><a href="http://gotsource.ky.gov/docushare/dsweb/Get/Document-217625">Monochrome Printer - See http://gotsource.ky.gov/docushare/dsweb/Get/Document-217625 for monochrome network printer configuration</a></u></p> <p><u><a href="http://gotsource.ky.gov/docushare/dsweb/Get/Document-217624">Color Printer - See http://gotsource.ky.gov/docushare/dsweb/Get/Document-217624 for current network printer configuration</a></u></p>	
<b>DT10</b>	<p><b>Includes the following SOFTWARE</b></p> <ul style="list-style-type: none"><li>· Microsoft Windows Operating System</li><li>· Microsoft Office Suite</li><li>· Antivirus Protection</li></ul>	
<b>DT10</b>	<p><b>Includes the following SERVICES</b></p> <ul style="list-style-type: none"><li>· Thirty-six month hardware replacement cycle.</li><li>· 24x7x365 access to the Commonwealth Service Desk. Support staff is available on-site Monday - Friday, 7:00am to 5:00pm.</li><li>· Asset Management, Change Management, and Configuration Management services.</li><li>· Remote desktop control/support/installation capabilities.</li><li>· Setup, installation, configuration, preventative maintenance, upgrades and patching.</li><li>· Standard desktop imaging at the time of installation.</li><li>· Centralized procurement, vendor billing/payment, inventory activities.</li><li>· Operating System support.</li><li>· Microsoft Office Professional Suite support.</li><li>· Antivirus Suite support.</li><li>· Desktop firewall capabilities, Virus and Spyware protection.</li></ul>	

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### **DT10 To Initiate Service or Report a Problem with this service**

#### **Please contact the Commonwealth Service Desk:**

- 24x7 Phone support: 502-564-7576
- Toll free support number: 800-372-7434
- Via e-mail CommonwealthServiceDesk@ky.gov

To initiate new agency-wide desktop support services, submit an F-180 form to the Commonwealth Service Desk to begin discussion with the Director - Field Services. A Memorandum of Agreement will be written between COT and the agency. The F-180 form is located at: [http://technology.ky.gov/support/cot\\_forms.htm](http://technology.ky.gov/support/cot_forms.htm).

### **DT10 Additional Service Clarifications**

Hardware and software provided will meet Enterprise Standards in effect at the time the hardware is procured, unless upgraded at COT's discretion.

Agencies are responsible for meeting normal environmental and power requirements, as defined by equipment manufacturers.

Agencies are responsible for working through COT to acquire appropriate network storage space to ensure Commonwealth data is not stored on local desktop devices.

Agencies will incur a cost for equipment replacement under the following conditions:

- 1) COT will cover the cost of the base model device when a desktop device is procured and installed where there was no device previously, such as a new employee or similar condition. However, the cost of any hardware or software upgrades beyond the cost of the base model will be charged to the agency. At that point, the monthly maintenance rate will start for that device.
- 2) When a system is refreshed as part of the three-year refresh cycle, the above applies. When the device is acquired and installed, COT will cover the cost of the base model. The cost of any hardware or software upgrades beyond the cost of the base model will be charged to the end user's agency. The monthly maintenance rate will continue.
- 3) When an approved system upgrade or replacement occurs at a time other than during a planned refresh, the above applies. When the desktop device is acquired and installed, COT will cover the cost of the base model. The cost of any hardware or software upgrades beyond the cost of the base model will be charged to the agency. The monthly maintenance rate will continue.

Agencies will NOT incur an equipment replacement charge under the following conditions:

1. Once a desktop device has been purchased and the cost of options beyond the base model have been charged to the agency, relocation of that asset within the agency will not result in another charge for the options beyond the base model. Those options will only be billed to the agency at the time of initial deployment.

2. When there is a trouble ticket called in by a user and the technician determines replacement of the device is warranted, the device will be replaced by COT with a like device (laptop for laptop, workstation for workstation, PC for PC) with similar specifications, and there will be NO charge to the end user's Agency. Factors considered when determining whether replacement is warranted include user down time, user productivity, the criticality of the service the user provides in their job duties, technician time required, and technician productivity (ability to perform multiple tasks).

It should be noted that desktop devices for which an agency has been billed for options beyond the base model will not be relocated outside that agency. If an agency elects to discontinue use of a particular device, any above-standard costs the agency has paid for the device will be forfeited.

The service rate includes only the hardware, software and services listed above. It does not include network services, wiring, servers, or power conditioning systems, or any other items not listed above.